



Technical Proposal – City of Calistoga

Regarding: RFP - IT Services and Support
From: Erik J.O. Ruud
Date: June 3, 2016

366 Bel Marin Keys Blvd.
 Novato, CA 94939
 415.842.3275 Tel
 415.842.3270 Fax

www.marinit.com

To: Gloria Leon, Administrative Services Director
 City of Calistoga, California

A.1 Consultant Background and Qualifications

Marin IT was formed 10 years ago, in March of 2006. We are a leading network integrator and IT consultancy with the mission to provide our customers with well built, strong, and secure networks at a competitive rate. Our experience and partnerships with technology manufacturers and suppliers enables us to offer top-notch design and implementation support to our customers. We have been providing the proposed services since our inception.

Marin IT provides a wide array of services to over 200 customers in the Bay Area, California, Nevada, Hawaii, and other states. Our client list includes over 50 public sector organizations. Our services range from “as needed” to daily full service support including project management, IT management, network management/administration and all day to needs.

The Co-Founders & management staff of **Marin IT**, each have over 20 years of experience providing IT solutions for all types of businesses, including extensive experience supporting local and county governments, police, sheriff and fire department as well as other public organizations such as schools, special districts and libraries.

The remainder of the **Marin IT** team has similar experience in both internal/corporate IT and consulting roles ranging from 3 to 16 years. In addition to wide ranging technology expertise, all of us have an invaluable set of “soft-skills” such as project management, customer service, and familiarity with organizations of all shapes and sizes.

Marin IT is California Corporation with a single office located at 366 Bel Marin Keys Blvd, Novato, Ca 94949. There have been no mergers, acquisitions, or sales of Marin IT since it was founded.

Marin IT currently has 22 “FTE” staff members. Of the 22, three are designated in-house administrative staff, one of them being a full-time Help Desk Tech. The 5 members of the Management staff (including the 2 principals) split time between the service field and the office as required. The remaining staff members focus solely on IT service and support.



Marin IT is a reseller & integrator of all major hardware and software manufacturers and can provide access to all industry standard equipment. In addition we are a Cisco Certified Premiere Partner certified in routing, switching, and security. Marin IT is a Certified Microsoft Business Partner, Cisco Premiere Partner, and holds various (certified) expertise status in Data Storage, VoIP, and VmWare.

Marin IT does not perform background checks on its employees, however, most of them have successfully gone through the process because a large majority of our clients require one - public safety, governments, schools, etc.

There is no pending litigation, tax lien(s), or other financial judgment(s) against **Marin IT**.

*****A Copy of our Insurance Cert is attached to this document*****

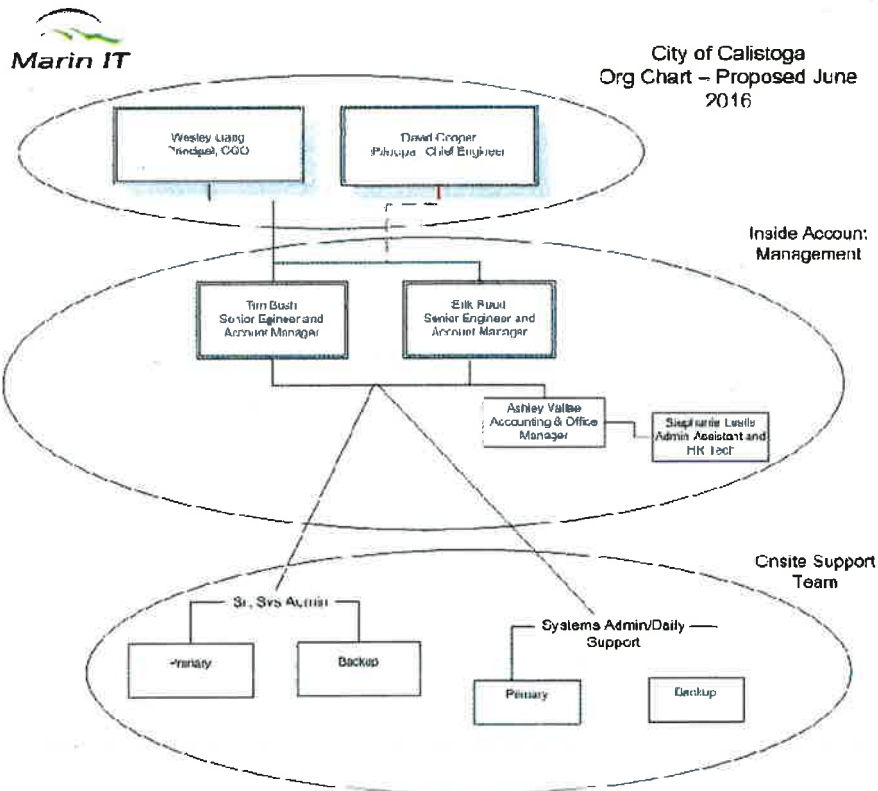
A.2 Qualifications

The **Marin IT** organizational chart for the Town account is shown on the next page. Copies of resumes are attached for Sr. Staff & a brief description is included below. We have not yet determined who will be your weekly support staff. Marin IT will provide this information at least 1 month prior to the start date if we are awarded the contract.

- **David Cooper:** David is our co-founder and chief engineer. David's unique combination of technical expertise, hands on configuration experience, business knowledge, and construction experience allows for an extremely well rounded and versatile approach to network design and integration. With 25 years of data network design, data network security and every aspect of data network implementation, David is a well-regarded expert in his field. David will be a valued Tier 3 resource for this account, providing expert-level network design, troubleshooting, and configuration assistance (WAN, LAN, Wireless, Firewall, etc).
- **Wesley Liang:** Wesley is our other co-founder and COO. His wide range of technical expertise includes networking, server, and desktop hardware support. Additionally, he possesses expert level knowledge of MS Server and Desktop operating systems, and a host of software applications such as Microsoft Exchange, Office, corporate level anti-Virus suites, and data protection/backup suites. Wesley will be a valued Tier 3 resource for this account providing expert-level Server and Desktop troubleshooting configuration assistance (both hardware and operating systems). In addition his expertise extends to MS Active Directory, MS Exchange, MS Office, and a host of enterprise level applications.
- **Tim Bush:** Tim is a 24 year IT veteran with a wealth of experience working for large corporations such as Headlands Mortgage, Greenpoint Mortgage, and Advanced Fibre Communications. Over the years his duties include hands-on network management, IT Operations & project management, Desktop and Help Desk management, and data center & cable infrastructure design. He has spent the past 10 years providing IT solutions, tier 1 & 2 support, and project management for customers all over the Bay Area. To date, he has been a technical project lead for over 100 corporate expansion, relocation, and construction projects.

- Erik Ruud: Erik has devoted over 20 years to client service in the Information Technology industry. Erik has worked for large corporations such as Medic Computer Systems and GMAC Commercial Mortgage, as well as boutique and SMB-centric IT consulting firms. Prior to joining forces with Marin IT, Erik founded a successful IT Services Company specializing in the SF Bay Area SMB market. Erik will provide project and account management to this account.
- Anthony Biasi: Anthony provides top notch IT support services on a weekly basis to numerous clients; City of St Helena, City of San Rafael and City of Sausalito to name a few. Anthony is frequently called upon to troubleshoot high-level routing and switching issues for our Enterprise and SMB clients. Anthony currently holds Cisco CCENT certification.
- Nate Emory: Nate has a passion for history, technology, research and teamwork. His diverse background in academia, startups, dot-coms and other tech adventures gives him a unique organizational perspective. He loves solving problems and finding new ways for cities, companies and people to interact with technology to make collaboration and job-related tasks easier. His drive to understand new perspectives and look closely at the evolution of systems over time lends itself to better long-term solutions focusing on meeting the needs of everyone on the team.

City of Calistoga Support staff Org Chart:





Reference Accounts:

Marin IT supports multiple municipal governments including:

- Cities of St Helena, Sebastopol, Larkspur, Novato, Vallejo, Sausalito, Mill Valley
- Towns of Ross, Fairfax, Tiburon, and Belvedere

We perform all aspects of IT management, support, and maintenance including:

- Server support both physical and virtual including maintenance of city wide applications such as email, accounting, planning, business license database, etc. As well as support for networking equipment, switches, routers firewalls (Internal and External), PC's, laptops, misc peripherals, and all wide area support between all city locations.
- Police / Law Enforcement: Design installation and maintenance of West Marin Law Enforcement Consortium Network which includes data sharing between all West Marin law enforcement agencies (Twin Cities, San Anselmo, Fairfax, and San Rafael) as well as the Department of Justice, the Federal Bureau of Investigations (FBI) and the Marin County Sheriff's and district attorney In addition Marin IT provides support for law enforcement applications providing computer aided dispatch (CAD) and records management (RMS) systems
- Fire: Design and implementation & maintenance of secure fire network connecting all San Rafael fire stations to the Marin County Sherriff.
- Library: Management and support of wireless connectivity provided for library customers as well library internet connection and connectivity to county wide catalog system.

Marin IT also services and supports multiple police agencies who utilize Sun Ridge Systems RIMS for CAD and RMS:

- Central Marin Police Authority
- San Rafael Police Department
- Vallejo Police Department
- Ross Police Department
- Fairfax Police Department
- St Helena Police Department
- College of Marin Police Department

At this time Marin IT does not have any contractual relationships with The City of Calistoga and has not engaged them as a vendor or consultant in the past. We do, however have business relationships with several organizations in the immediate area; City of St Helena and the County of Napa, to name a couple.



B.1 Proposal Summary

The **Marin IT** approach to business is based upon meeting our customers' needs in the most cost effective manner and solving real business issues. Our objective is to provide innovative solutions and efficient project management designed to help our customers achieve their goals.

We excel at delivering reliable, manageable and cost effective networks; always making sure our client's investment will be preserved years down the line. We see each client as a valued partner, and work closely with these partners to help each reach their goals in addition, the wide ranging experience of the **Marin IT** staff allows for a holistic approach to running and maintaining networks of all sizes. As a result, this approach allows us to troubleshoot and correct issues quickly and efficiently because we see and correct issues at the root of the problem.

All of the Sr. Staff & most of our field engineers have years of experience supporting Law enforcement. We have built excellent professional relationships with 12 agencies in addition to the Marin and Napa County Sheriff. Additionally we have extensive hands-on knowledge of the SunRidge Systems (RIMS) software suite, mobile data systems design & support, CLETS, and many other Law enforcement technology tools.

As shown above, **Marin IT** has extensive experience supporting local governments of all shapes and sizes.

B.2

Based on an initial assessment of COC's current needs, **Marin IT** recommends the following weekly schedule for allocating our time and resources at the 7 locations which COC currently manages:

Location	Hrs	Week 1	Week 2	Week 3	Week 4
City Hall	6	Primary	Primary	Backup	Primary
Police Station	2	Primary	Primary	Backup	Primary
Fire Station	2	Primary	Primary	Backup	Primary
Public Works Yard	1	Primary	Primary	Backup	Primary
Water Treatment	1	Primary	Primary	Backup	Primary
Wastewater Plant	As needed	Primary	Primary	Backup	Primary
Aquatic Center	As needed	Primary	Primary	Backup	Primary
Parks and Rec Main	As needed	Primary	Primary	Backup	Primary

The inside account management staff generally does not charge for its services. However, there may be the need for your Account Manager or one of our Principals to provide hands-on service, project management, engineering, or troubleshooting for a variety of reasons (emergency help, sudden illness, etc). We anticipate that need to roughly 10% of the time or less. The majority of the time, 60% to 70%, we will have one of our Systems Administrators onsite to service your needs. We usually like to rotate one of our Sr. Admins into the account every 3rd or 4th visit to ensure everything is handled properly. They are also the first path of escalation for the daily support staff should they encounter something they require assistance with. That path of escalation continues to the Account manager/Sr. Engineer & can go up to one of the Principals if necessary.

Marin IT recommends quarterly onsite meetings with COC, which will cover:

- Current support schedule and resource allocation
- Current and future projects
- New technologies and recommendations
- Reporting and discussion

B.3

All work detailed in the Scope of Services will be performed by **Marin IT** employees. In the event that **Marin IT** requires the injection of a subcontractor to perform any additional duties, **Marin IT** will provide COC with a detailed statement of work outlining the subcontractor, qualifications and scope of work, prior to starting the project.

Marin IT, Inc Responsibilities

As part of this agreement it is our understanding that we will be responsible for any support required for **COC** users to continue daily operations including but not limited to:

- Anti- virus software updates / maintenance and support
- Routine desktop & server OS maintenance and support
- Active Directory Management
- Hardware maintenance – Not including equipment, or replacement parts
- Email support
- VPN client support
- Firewall maintenance
- Router & Switch configuration / maintenance
- Assistance with maintaining existing equipment / applications (RIMS, Financial software, MS Office, Printers, WWAN devices, etc.)
- Assistance with installation of new equipment / applications
- Monitor backup systems – Suggest/perform corrective measures if system not functioning correctly.
- Windows domain maintenance including DNS, server troubleshooting, security policies, etc.
- Availability to assist with design and integration of new applications into local network
- Desktop / Misc. troubleshooting support

C.1 Communication

Marin IT uses Connectwise ticketing management system to log and track all service requests. From a moment a service request is received, the Account Manager and Field Engineers are notified and able to communicate with each other and COC, in real-time, until the issue is resolved. Upon completion of a service request, COC will receive a confirmation email with the details of the entire timeline of the ticket, as well as any pertinent notes regarding the ticket and resolution process.

C.2

Marin IT provides a web-based Customer Portal which allows our clients to access current and past service tickets, project management data, and provides the status of our contractual maintenance duties. Marin IT will work with COC to determine the most relevant reporting features to fit their needs.

Escalation Process

In the event of a system failure/system down during regular business hours, **COC** will be given list of Marin IT staff to contact. Response time will vary depending on the severity of the incident (see matrix below)...

Severity Level	Impact Level	Definition	Response Time	Resolution Time
Critical	Business Halted	Power outage, equipment failure, connection failure, hazardous health and safety issue	Less than 1 hour	ASAP
Major	Non-Critical	Problem where production is proceeding, but in an impaired fashion; there is a time-sensitive issue important to long-term productivity that is not causing an immediate work stoppage;	4 hour response	2 business days
Minor	Service Request	Issue that does not have significant current productivity impact	1 business days	3 business days

- Marin IT can provide a 24 hour pager number to reach technicians after hours. Once a page is received, a technician will return the call as soon as possible, and no later than 1 hour after the page is received. (See Rate Card for pricing)
- After hours or remote service may require **COC** staff to assist with troubleshooting
- In the event of a network / WAN outage Marin IT will work with the carrier to troubleshoot and correct connectivity issues (see attached 'WAN Outage' document).
- In the event that issues arise which are outside of the scope of this proposal Marin IT will discuss any fee impact with the designated **COC** representative prior to proceeding with the work.

Client Responsibilities

- **COC** will be responsible for communicating needs & changes thru the designated representative / channels only.



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- **COC** is responsible for providing Marin IT technicians reasonable access to office space, stores, warehouses, etc in addition to client access devices (laptops, PC's, smart phones, etc.)

Change / System Upgrade Process

- Discuss the need for the change in scope
- Identify the additional tasks, which need to be performed in order to complete the change in scope.
- Estimate the cost associated with the additional scope (if any), and determine the impact on network operation.

Marin IT Keeps up to date on technology innovations by maintaining close relationships with key vendors, manufacturers, and distributors. We often attend workshops, webinars, and training seminars in addition to large-scale trade shows such as CES, Inter-OP, and Cisco "Live". We also keep a close eye on the work performed by our field engineers, and meet regularly with our clients which helps us determine if a new approach or innovation can benefit them. This also helps us to quickly identify and resolve any performance issues with our staff or service, head off potential network/systems issues.

Marin IT account managers are in constant contact with their field engineers and their clients to ensure continuity. We always look for ways to improve service delivery such as providing a remote support connection for immediate assistance, and dedicated account teams that stay with your account & cross-train others to cover things like vacations, illness, turnover, etc. There are monthly all-hands meetings where our engineers are encouraged to discuss their experiences at client sites. The information sharing in these sessions often proves to be quite useful since many of our customers have similar networks.

We use a top tier network management solution which provides 24x7 monitoring and support services. It will report anomalies before they become a problem and automatically push updates to equipment. It also produces detailed reports of your IT inventory & gives an accurate "State of the Network" that we can examine together & use that information to make informed decisions.

Marin IT believes that keeping its staff well-educated is a major part of providing valued and precise service to our customers. There are several online providers our staff has access to that allows them to self-pace their training. If/when the situation calls for instructor-led training, we always do our best to accommodate.

Accurate and thorough documentation of our clients Technology environment is one of the most important things we can do. Client contact inventory and network information is created using Excel, Word, and Visio diagrams. It is uploaded to our Connectwise management system where it is made available to the appropriate personnel. Technicians are required to update it (when required) as part of their normal routine.

Transition

Marin IT will work closely with COC's current provider to plan a smooth and trouble free "Day 1". Our transition team is usually made up of 2 to 4 individuals. In similar situations we like to have



field engineers meet and shadow existing IT staff for 3 to 5 days. The account manager is responsible for gathering the information required to manage and maintain the network – diagram(s), documentation, administrative passwords, service contracts and/or licensing for hardware and software, various contact information for key personnel, arrange for proper access, etc.

An information request list/plan is created and sent to both the town and current provider a couple weeks before we start. If necessary meetings are schedule to discuss and finalize the overall plan. This process generally takes a couple of days.

We typically send out a kick-off email to our new customers with a short Bio on each of the employees working the account & a summary of who **Marin IT** is.

Our change management system is as follows:

- Discuss the need for the change with stakeholders
- Provide clear scope of work
 - Identify the tasks
 - List how they will be performed in order to complete the change in scope
 - Estimate the cost associated with the additional scope (if any), and determine the impact on network operation
- Communicate clearly to stakeholders once an approved plan is in place

During the transition period, along with any future projects, Marin IT will clearly communicate expected disruptions/downtime that employess may experience. Our goal is to ensure minimal disruption to your workflow at all times.

Prior to “Day One” **Marin IT** will use the information gathered from its meetings and shadowing of the existing IT provider to determine what, if any, risks are involved with the transition period. Each will be vetted & discussed with the Town. Proper steps will be in place to mitigate prior to proceeding.

This transition phase should take about 3 – 5 days to plan and organize.

In the event of a contract termination, **Marin IT** will provide assistance in same manner outlined above in a reversed role. The support team will assume the role of the incumbent & work with the Town’s new IT team to provide the required information and training. Assuming we weren’t in the middle of any major projects, we would plan on a 1 month transition process after the initial 3 – 5 day information gathering process.

D.1 Cost

The total fixed annual cost for the first (3) years of services as described in the Scope of Services is \$180,000.00, paid monthly at a rate of \$5,000.00. This provides 12 hours of support per week.

Costs for the transition phase are estimated to be \$3,000.00

If COC is interested in our remote managed services & monitoring for computers (Mac, PC, laptops) and servers, the monthly cost per node is \$12.00. (Please see our Managed Services offering at the end of this document for more details)

Any work that is detailed in the Scope of Services, but falls outside the allotted 12 hours per week, is billable at a discounted rate of \$110.00 per hour (**Marin IT's** normal hourly rate is \$125.00 per hour, Monday through Friday, from 8am-6pm).

D.2

Additional Charges:

- Charges for services may apply if we are called to resolve issues after-hours, on weekends or holidays. Rates for these times are billed at 1 ½ times the normal rate.
- Cost for new and/or replacement hardware (servers, printers, network devices, PC's, monitors, hard drives, etc.) that are not under warranty are not covered under the defined statement of work and are billable.
- Special projects that cannot be completed during regular visits or fall outside the Scope of Work will be quoted separately and submitted for approval prior to start of work

E.1 Supplemental Information

Marin IT understands the need to provide COC with the highest level of services and support for their existing network, as well as any future projects. As requested, **Marin IT** is providing recommendations based upon a limited understanding of the network infrastructure. Only when **Marin IT** begins working directly with COC's network on a weekly basis, will we feel 100% confident in our recommendations for Any hardware and/or software upgrades. **Marin IT** feels as though any concrete recommendations provided at this time would be irresponsible and not in the best interest of COC. With that said, **Marin IT** has made some general recommendations, as requested, based on what we know of the network infrastructure, for COC's usage of Microsoft Outlook and Remote Connectivity to the various locations.

Outlook

Microsoft Outlook provides a robust environment for managing email, contacts and calendar items. While Microsoft Outlook is a great solution for email and contact management, IT is not sufficient as a secure file storage and sharing solution.

Marin IT recommends that COC leverage their Office 365 environment, which they are in the process of migrating email over to. Office 365 provides a host of features which would allow COC to utilize software apps like Sharepoint, which would allow COC to easily create team sites and portals to discover, share, and securely collaborate on content with colleagues inside and outside your organization from any device. As well, COC could take advantage of Microsoft Skype, which allows COC to securely chat and call on desktop and mobile devices. COC will continue to use Outlook as their email and contact management solution.

Along with Microsoft Outlook, Office 365 would provide a lightweight, easily managed infrastructure for email, secure file storage / sharing, as well as numerous other add-on applications to enhance and improve efficiency throughout COC's network landscape.

Remote Site Connectivity

Currently, COC utilizes Ubiquiti wireless radios to connect the Public Works and Water Treatment facilities. Comcast fiber connects City Hall, Police Station, Fire Station, Public works and Aquatic Center.

Marin IT recommends the following:

1. Creating a VLAN infrastructure and utilizing firewalls to segregate physical networks.
2. The police station should have separate firewall to isolate from the rest of the network.
 - a. Currently the police station's existing network infrastructure configuration is non-DOJ compliant.
3. Raise the wireless radios up around 20' for better tree clearance between the Public Works and Water Treatment Plant, which will help stabilize the connectivity between the two sites.

Marin IT has made note of numerous areas of concern with the existing network infrastructure. Some key items include:

1. Antiquated Terminal Services solution for users remote access to resources
2. Non-standardization of the Network Topology and Architecture
3. Suspect cabling infrastructure

Marin IT looks forward to investigating the above items when beginning work with COC.

F.1 References

City of St. Helena

April Mitts
Director of Finance
1480 Main Street
St. Helena, CA 94574
707-967-2792

100+ Users

2012 - Present

Marin IT provides weekly recurring support for City of St Helena's workstations and servers, both physical and virtual, including maintenance of city wide applications such as email, accounting, planning, business license database, etc. As well as support for networking equipment, switches, routers firewalls (Internal and External), PC's, laptops, misc peripherals.



Marin IT provides support for law enforcement applications providing computer aided dispatch (CAD) and records management (RMS) systems

County of Napa

David Harry
Information Systems Supervisor
650 Imperial Way, Suite 201
Napa, CA 94559
707-253-4659

1000+ Users

2010 - Present

Marin IT provides support services to Napa County's Information Systems division, as well as aides in the design, implementation and support of high-level networking projects.

City of San Rafael

Gus Bush
IT Manager
1400 Fifth Avenue
San Rafael, CA 94915
707-967-2792

200+ Users

2006 - Present

Marin IT provides weekly support maintenance for all City of San Rafael's network infrastructure, desktop support and projects.

Police / Law Enforcement: Design installation and maintenance of West Marin Law Enforcement Consortium Network which includes data sharing between all West Marin law enforcement agencies (Twin Cities, San Anselmo, Fairfax, and San Rafael) as well as the Department of Justice, the Federal Bureau of Investigations (FBI) and the Marin County Sheriff's and district attorney. In addition Marin IT provides support for law enforcement applications providing computer aided dispatch (CAD) and records management (RMS) systems

Fire: Design and implementation & maintenance of secure fire network connecting all San Rafael fire stations to the Marin County Sherriff.

Library: Management and support of wireless connectivity provided for library customers as well library internet connection and connectivity to county wide catalog system.



Cost Summary

Fixed Cost		
o Annual base contract	-	\$60,000.00
o 3-year extended	-	\$180,000.00
o Monthly Rate	-	\$5,000.00
o Transition costs (year one only)	-	\$3,000.00

Please feel free to contact me directly with any questions. We look forward to establishing a long term partnership with COC!

Thank you,

A handwritten signature in black ink, appearing to read "E. Ruud".

Erik J.O. Ruud
Sr. Project/Account Manager
Marin IT, Inc.
415-328-5864
eruud@marinit.com



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
06/03/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Sweet & Baker Ins. Brokers Inc 44 Second Street San Francisco, CA 94105-3440 Beau Freyermuth (415) 512-2138	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A : The Hartford		11000
INSURER B : Axis Specialty Insurance Co		
INSURER C :		
INSURER D :		
INSURER E :		
INSURER F :		

INSURED **Marin IT, Inc**
366 Bel Marin Keys Blvd., Ste D
Novato, CA 94949


COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> GENERAL LIABILITY	X		57SBABH6977	05/01/2016	05/01/2017	EACH OCCURRENCE	\$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000
	CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC								
A	<input type="checkbox"/> AUTOMOBILE LIABILITY			57UECZM2622	05/01/2016	05/01/2017	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	\$
	<input checked="" type="checkbox"/> ALL OWNED AUTOS						<input checked="" type="checkbox"/> SCHEDULED AUTOS	
<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS							
							PROPERTY DAMAGE (PER ACCIDENT)	\$
								\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB			57SBABH6977	05/01/2016	05/31/2017	EACH OCCURRENCE	\$ 1,000,000
	<input type="checkbox"/> EXCESS LIAB						AGGREGATE	\$ 1,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 10,000							\$
								\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		N/A	57WECER1332	11/29/2015	11/29/2016	<input checked="" type="checkbox"/> WC STATUTORY LIMITS	<input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						Y/N	
	If yes, describe under DESCRIPTION OF OPERATIONS below							
							E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
B	Errors & Omission			ECN000141131501	10/04/2015	10/04/2016	Limit	2,000,000
							Retention	10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

***30 day notice of cancellation and 10 day notice for non-payment**
The City of Calistoga, and each of its officers, employees, and agendas are included as additional insured regarding general liability as their interest may appear with respect to the Named Insured.

CERTIFICATE HOLDER City of Calistoga Ms. Gloria Leon 1232 Washington Street Calistoga, CA 94515	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 



Managed IT Services

Marin IT's Managed IT Services program provides affordable proactive IT management and support to growing businesses. Utilizing our unique framework for providing managed IT services, Marin IT provides a range of proactive services to keep your computer systems up and running and your people and business productive.

Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

Benefits

- Reliability
- Security
- Consistency
- Productivity
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. We use a consultative approach to evaluate your business and technology needs and then advise on the best solutions for your current and future needs. Marin IT can save your organization time and money through better use of appropriate technologies.

System Administration Based on Your Business Needs

Your annual Workstation Managed IT Service contract can be bundled with discretionary onsite system administration hours that you can use whenever you need our engineers to perform tasks on-site. You may also purchase additional on-site hours, at a special price, for such tasks as break/fix occurrences, initial system deployment, and major OS upgrades. During the initial implementation, our engineers will discuss all steps of the implementation with you prior to beginning. They will then install the software necessary for remote administration, performing any reconfiguration required to bring all administered systems to a known state for easier monitoring and management. Configuration changes are documented and provided to you.

Service and Deliverables to Keep Your System Running Right

The Workstation Managed IT Services program provides the critical tasks to keep your system up and running. Tasks conducted by our Managed Services engineers to enable workstation managed IT services include:

- Site Assessment
 - Review system infrastructure and network security policies
- Network Consistency
 - Bring infrastructure and systems to a known state; install applications, patches, or updates required
- Site Database
 - Inventory database containing your system hardware and software

- Review Managed Service Activities
 - Service and support procedures, discretionary on-site time, and the parameters of the service

On-going Managed Services include:

- User Account Management
- Security Patch Management
- Software License Reporting
- Client Network Configuration Management
- 24x7 Workstation Monitoring
- Disk Space, Partition and Usage Management
- Software Deployment
- End User Remote Control
- Management Reporting
- System Inventory Reporting

On-Site System Administration Service

Most tasks Comprehensive System Administration Services

Features

- On-site break/fix maintenance of MAC and Windows OS-based workstations and attached peripherals
- Knowledge transfer to in-house administrators and end users
- Optional on-site hardware maintenance

Benefits

- Increase efficiency: respond faster to problems and meet required service levels
- Increase effectiveness: only used when needed
- Realize value: reduce your cost of ownership

Comprehensive Services

Your on-site engineer can perform any of these tasks:

- Setup and deployment of new systems
- Assist with the allocation of system resources
- Assist in hardware failure determination and resolution
- Assist in hardware maintenance as required; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

Third-Party Software Support Coordination

As an added service, Marin IT will provide support coordination for the following vendors:

- VMWare
- Microsoft
- Cisco

Features

- One number to call for issues
- Provide a technical liaison to third-party hardware/software vendors
- Track issues through resolution
- Provide matrix and analysis of issues

Benefits

- One point of contact - easy to remember and hand off for all aspects of the issue
- Consistent communication – helps to expedite a resolution